

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. This is Dave here. I'm through Wagner. I just called a few minutes ago to talk to them about why I ain't got my cards. The lady said I ain't got no insurance right now. They're not showing my takeout... they took out. And I just called Wagner, and Wagner said they, they took out this week. Uh, yeah, let me verify something. W- Wagner Services, what's the last four of your Social? 2415. And what was your last name, Davey? Aarons, A-A-R-O-N. And for security purposes, could you verify your home address, including city, state and zip code? Yeah. 531 Mountain Creek Church Road, Northwest, Lot 28 for Apple, Monroe, Georgia 30656. And the last four of my Social is... I mean, my date of birth is 6/21/78. And a good telephone number has 404-268-4989? Yes, sir. And the email has lenoisAaron41 at gmail? Yes, sir. Okay, so let's see here. Um, so yes, sir. It looks like, checking the calendar, it looks like you're not currently active in the coverage for this week. However, you stated that Wagner Services took deductions from you. Is that correct? Yeah. I just got off the phone. They said they took it. What's... Why I ain't got no insurance. Totally understand. Um, so that may be, may be the reason... Well, the reason behind that was probably that Wagner didn't send over deductions on you or any of their employees for this week, so they're not currently active. Um, so we're waiting on Wagner's to send over deductions on all of their employees. Now, I do know the previous rep that you spoke with reached out to the account manager for further information to see what exactly is going on. Um, so I do know that once she does receive word back from her back, the back office, she will give you a call back. Um, no- Should I, should I put you on two-way to talk to them? 22 Um, nah. Nah, honestly, we really can't speak to the client specifically because we're just the call center, uh, the customer service team that deals with their back office, like the account managers and stuff. Um, now, I do know that the previous rep did reach out to our account manager, and so our account manager is going to reach out to, to the client specifically. Um, so like I said, once the account manager reaches back out to the representative that you spoke with before, um, that representative will give you a call back. I do know that. All right, cool. Thank you, man. You're welcome. Is there anything else I can assist you with, uh, today, Davey? No, man, that's good. I appreciate it. You're welcome. You have a great day, okay? All right. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. This is Dave here. I'm through Wagner. I just called a few minutes ago to talk to them about why I ain't got my cards. The lady said I ain't got no insurance right now. They're not showing my takeout... they took out. And I just called Wagner, and Wagner said they, they took out this week.

Speaker speaker_0: Uh, yeah, let me verify something. W- Wagner Services, what's the last four of your Social?

Speaker speaker_1: 2415.

Speaker speaker_0: And what was your last name, Davey?

Speaker speaker_1: Aarons, A-A-R-O-N.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Yeah. 531 Mountain Creek Church Road, Northwest, Lot 28 for Apple, Monroe, Georgia 30656. And the last four of my Social is... I mean, my date of birth is 6/21/78.

Speaker speaker_0: And a good telephone number has 404-268-4989?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email has lenoisAaron41 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see here. Um, so yes, sir. It looks like, checking the calendar, it looks like you're not currently active in the coverage for this week. However, you stated that Wagner Services took deductions from you. Is that correct?

Speaker speaker_1: Yeah. I just got off the phone. They said they took it. What's... Why I ain't got no insurance.

Speaker speaker_0: Totally understand. Um, so that may be, may be the reason... Well, the reason behind that was probably that Wagner didn't send over deductions on you or any of their employees for this week, so they're not currently active. Um, so we're waiting on Wagner's to send over deductions on all of their employees. Now, I do know the previous rep that you spoke with reached out to the account manager for further information to see what exactly is going on. Um, so I do know that once she does receive word back from her back, the back office, she will give you a call back. Um, no-

Speaker speaker_1: Should I, should I put you on two-way to talk to them? 22

Speaker speaker_0: Um, nah. Nah, honestly, we really can't speak to the client specifically because we're just the call center, uh, the customer service team that deals with their back office, like the account managers and stuff. Um, now, I do know that the previous rep did reach out to our account manager, and so our account manager is going to reach out to, to the client specifically. Um, so like I said, once the account manager reaches back out to the representative that you spoke with before, um, that representative will give you a call back. I

do know that.

Speaker speaker_1: All right, cool. Thank you, man.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with, uh, today, Davey?

Speaker speaker_1: No, man, that's good. I appreciate it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: All right.

Speaker speaker_0: All right, bye-bye.